



2018/19 Budget Consultation Feedback

Overview of Consultation Process

- This report highlights the key findings of the Budget Consultation 2018-19 conducted by the London Borough of Hillingdon from 15 December 2017 to 21 January 2018.
- The purpose of the consultation was to seek views from residents and local businesses on Hillingdon Council's budget proposals for 2018-19.
- The consultation was publicised:
 - In Hillingdon People magazine;
 - On Hillingdon Council's website and social media platforms
 - Through the Council's All Staff email.
- Information about the consultation was also sent directly to:
 - Residents on the Council's Customer Engagement database;
 - The Council's Street Champions;
 - Residents associations in the borough.
- The survey received 165 responses.
- The total number of responses and **key themes** from all open questions are shown in the Survey results.
- All results are un-weighted.
- Results are based on all respondents unless otherwise stated.
- Where results do not add up to 100%, this may be due to non-responses, multiple responses, computer rounding or the exclusion of don't knows/not stated. Percentages are calculated based on the number of respondents to each question rather than the number of respondents overall.

Summary of key findings

- 98% of the respondents are residents.
- The majority of respondents (77%) are satisfied with the budget proposals.
- The majority of respondents (76%) agree that the budget proposals give value for money to local people and businesses.
- The majority of respondents (75%) feel well informed about the budget proposals.

Survey results

Q1. How satisfied are you with the council's budget proposals for 2018/19?

Response	Number of Responses	Percentage of Responses
Very Satisfied	58	35%
Satisfied	69	42%
Neither Satisfied nor Dissatisfied	11	7%
Dissatisfied	18	11%
Very Dissatisfied	8	5%
Total	164	100%

Q1a. Please tell us why:

Positive

The respondents that indicated they are either **fairly satisfied or very satisfied** with the council's budget proposals cite the following common reasons:

- The provision of a new swimming pool in Yiewsley/West Drayton.
- No rise in council tax for 2018-19.
- Well maintained services within existing funding.

Negative

Respondents that have indicated **dissatisfaction** with the council's budget proposals cite the following common concerns that:

- No increase to council tax poses a risk to maintaining essential services.
- A new swimming pool in Yiewsley/West Drayton is unnecessary expenditure.

Q2. To what extent do you agree or disagree that the budget proposals give value for money to local people and businesses?

Response	Number of Responses	Percentage of Responses
Very Satisfied	47	29%
Satisfied	78	48%
Neither Satisfied nor Dissatisfied	22	13%
Dissatisfied	10	6%
Very Dissatisfied	7	4%
Total	164	100%

Q2a. Please tell us why:**Positive**

Comments suggest that respondents agree for the following reasons:

- A freeze in council tax presents good value for residents at a time when the cost of living is rising.
- That there are no proposals to reduce any services.

Negative

Of the respondents that disagree, the common reasons for this are as follows:

- Some suggest that the proposed expenditure on a new swimming pool does not represent value for money to the majority of residents.
- There is a perception that services for vulnerable residents will suffer from a council tax freeze.

Q3. How well informed do you feel about the budget proposals?

Response	Number of Responses	Percentage of Responses
Very Satisfied	28	17%
Satisfied	95	58%
Neither Satisfied nor Dissatisfied	33	20%
Dissatisfied	7	5%
Total	163	100%

Q3a. Are there any other comments you would like to make about the council's budget proposals for 2018-19?

Common themes include:

- Positivity regarding the building of the new leisure centre in West Drayton
- That rubbish collection services and maintenance of roads and pavements are a priority for the borough.

Q4. Are you completing this survey...?

Response	Number of Responses	Percentage of Responses
As a resident	160	98%
On behalf of a local business	0	0.0%
Other	3	2%
Total	163	100%

Q5. Please tell us your postcode:

Response	Number of Responses	Percentage of Responses
UB7	31	31%
UB8	17	17%
HA4	14	14%
UB3	9	9%
UB4	9	9%
UB10	7	7%
UB9	5	5%
HA5	4	4%
HA6	4	4%
Other	1	1%
Total	101	100%

Q6. Please tell us the name of your business or organisation:

No responses.

Q7. Please tell us the postcode of your business or organisation:

No responses.

Q8. Are you:

Response	Number of Responses	Percentage of Responses
Male	75	46%
Female	87	54%
Total	162	100.0%

Q9. How old are you?

Response	Number of Responses	Percentage of Responses
Under 18	0	0%
18 to 24	1	1%
25 to 34	31	19%
35 to 44	34	21%
45 to 54	28	17%
55 to 64	30	18%
65 to 74	28	17%
75+	11	7%
Total	163	100%